

# Interviewing @ Waypoint

Best Practices, Advice & Tips



**Waypoint**

CENTRE for MENTAL HEALTH CARE  
CENTRE de SOINS de SANTÉ MENTALE

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*"Think of this as a conversation, not a test."*



# You're Next Step Starts Here....

At Waypoint, we value collaboration, integrity, and growth. Our interviews are designed to be a two-way conversation - an opportunity for you to learn about us as much as we learn about you.

You've already done the hard work: refining your resume, preparing your application, and taking this next step forward. Now it's time for the interview.

Interviews can feel important (because they are), but they don't have to feel overwhelming. This is your opportunity to share your experience, ask questions, and explore whether Waypoint feels like the right fit for you, while we learn more about your experience, skills and goals and determine how closely they align with the role you're interviewing for.

Inside this guide, you'll find:

- What to expect at each stage of the process so there are no surprises
- How to prepare - from researching Waypoint to planning your responses
- Tips for answering common interview questions with confidence
- Practical advice for virtual interviews so technology stays out of the way
- What happens after your interview, so you know what comes next

Our goal is simple: to help you walk into your interview feeling prepared, confident, and able to show us your best.

## Chart Your Course @ Waypoint

A waypoint is a reference point that helps you find your way - a safe harbour during a storm or a guiding light on a journey. That's what Waypoint Centre for Mental Health Care is for the people we serve - and for the professionals who join our team.

Waypoint Centre for Mental Health Care is a 315-bed academic and teaching hospital that provides specialized mental health, addiction and geriatric care. Located on the shores of Georgian Bay, we serve some of Ontario's most complex and disadvantaged individuals. We are one of the largest forensic mental health programs in Canada, and Ontario's only provider of high-secure forensic mental health care services.

Joining Waypoint means being part of a team that values compassion, collaboration, and growth. It's a place where your skills make a real difference - and where you can build a meaningful career while helping others navigate their journey to recovery.

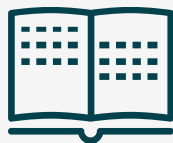
**Want to Learn More?** [\\_waypointcentre.ca](https://waypointcentre.ca)



# Your Interview Journey @ Waypoint



Phone Screen

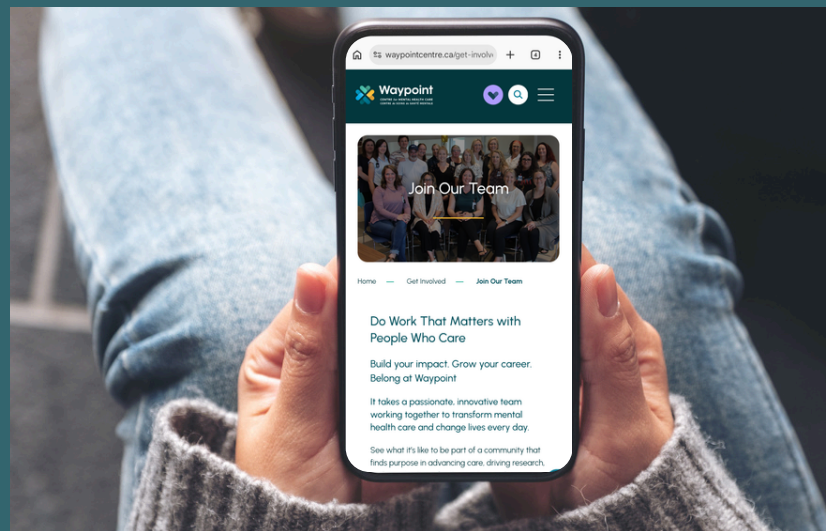


In Person Interview



Virtual Interview

Every role at Waypoint includes an interview process designed to help us get to know you and ensure the role is a strong fit. Depending on the position, you might start with a quick phone screen and then move to an in-person or virtual interview. Or you may move right to a virtual or in-person interview.



## The Phone Screen

This is a casual conversation to learn more about you - your interest in the role and your soft skills. Be ready to talk about your experience and what excites you about the position.

## In-Person or Virtual Interview

These interviews are typically panel -style, meaning you'll meet with two or more team members. This conversation allows us to explore your experience in more depth and helps you learn more about the team, role, and work environment.

## The Way We Interview

Most of our interviews use a behavioural-based approach. What does that mean? Instead of asking: "What would you do if...?", we ask about real situations you've experienced - like:

- "Tell us about a time you worked on a challenging project."
- "How did you handle a tough situation with a teammate?"

When preparing, think of a few examples that highlight your skills outlined in the job posting for the role you're pursuing.

# Prep Like a Pro

## Get Familiar with Us

Many candidates find it helpful to spend a bit of time learning about Waypoint before their interview. This can give you a clearer sense of who we are, what we value, and the work our teams are passionate about.

## Know What We Are Looking For

Take time to read through the job posting carefully and get familiar with the skills, experience, and qualities we're seeking. As you prepare, think about how your background, strengths, and past experiences connect to the role.

## Practice Your Stories

Interviews include questions about past experiences. A great way to keep answers clear is the STAR method: Situation, Task, Action, Result. Share real examples that show how you solve problems, work with others, and adapt to change.

## Pause, Breath & Focus

It's normal to feel nervous before an interview. Taking a moment to pause, breathe, and ground yourself can help you stay focused and confident. Remind yourself that the interview is a professional conversation, not a test.

## Bring your Curiosity

Interviews are a two-way conversation. Taking time to think about what you'd like to learn about the team, culture, role, or growth opportunities can help you feel more confident and make the discussion more meaningful.

## Double Check

Before the big day, take a minute to double-check the date, time, interview format in person or virtual. If it's virtual, confirm you have the meeting link and know what platform will be used. Planning ahead will reduce future stress.

## Show Up Confident

You don't need anything formal or complicated, but choosing professional, comfortable clothing helps create a strong first impression and keeps the focus on your experience and conversation.

## Presence Matters

Show your interest through your body language and your words. Sitting upright, nodding occasionally, and maintaining eye contact (or looking at the camera during virtual interviews) helps create connection.

# Behavioural-Based Interviews: Telling your Story



People often feel unsure or uneasy about behavioural-based interviews because they can feel unfamiliar or a bit personal, especially if you haven't done one before. You're not alone in that - and the good news is these interviews are really just about sharing your experience, not putting you on the spot.

At Waypoint, most interviews use a behavioural-based format focused on real situations from work, school, or volunteer roles, with the occasional hypothetical question to support the conversation.

On the next page, we break down the STAR method - the ultimate tool for confidently handling behavioural-based interview questions. STAR gives you a simple, proven structure to organize your thoughts, stay focused, and clearly explain your experience. Using this approach helps turn your answers into a clear story that shows how you work, solve problems, and make an impact.

MEETING ROOM 1

**JOB INTERVIEW**

# STAR Method

Most of our interviews focus on real-life experiences, not “trick” questions or “what would you do if...?” scenarios. We’re simply interested in hearing about things you’ve already done - how you handled them, what worked, and what you learned along the way.

That’s where the STAR method comes in. It’s an easy, stress-free way to organize your thoughts and share your experience without overthinking it.

Here’s how it works:

**Situation** – What was going on?

**Task** – What was your role?

**Action** – What did you do?

**Result** – How did it turn out (or what did you learn)?

No perfect answers needed -real experiences, shared honestly, are exactly what we’re looking for.



S

Explain the situation so that your interviewer understands the context of your example, they do not need to know every detail!



20%



T

Next, talk about the task, problem, or challenge that you took responsibility for completing, or the goal of your efforts.



10%



A

Describe the actions that you personally took to complete the task or reach the end goal. Highlight skills or character traits addressed in the question.



60%



R

Explain the positive outcomes or results of your actions or efforts. Here, it is important to highlight quantifiable results.



10%

# Behavioural Based Questions:

## What to Expect

You may be asked questions like these during a behavioural interview. You don't need to prepare answers for each one, they're simply examples to help you understand the style of conversation.

- Tell us about a time you solved conflict at work.
- Talk about your approach to solving different problems.
- Give an example of how you set goals and how you achieve those goals.
- Talk about a time you failed and how you handled that failure.
- Tell us about a time you went above and beyond expectations.
- What do you do if you disagree with your manager.
- How do you stay organized?
- Tell us about a time when you noticed something wasn't quite right with a patient. What did you do, and what was the result?
- Can you share an example of a time when you had to make a difficult decision about a patient's care.
- Tell us about a time when you worked with other healthcare team members to support a patient. How did you work together?
- Describe a time when your shift or workload changed unexpectedly. How did you handle it?

### Get specific

Sharing real situations, tools you used, and the impact of your work helps us better understand your experience and strengths.

### Keep it positive

If you're describing a challenge or mistake, focus on what you learned and what you would do differently next time. Growth and reflection truly matter.

### Stay on track

Please keep your responses clear and concise so we have enough time to cover all of the interview questions. At the start of the interview, the recruiter will let you know the time available and the number of questions. Plan your responses accordingly so you can provide complete answers within the allotted time.

## Mastering the Action in STAR Answers

When using the STAR method, the **Action** section is the most important part of your answer. This is where interviewers learn how you work, not just what happened.

Think of Action as the “play-by-play” of what you actually did.

As a rule of thumb: Approximately 60% of your answer can sit in the Action section.

When building out your Action, consider covering:

- What you noticed or assessed first
- How you prioritized or made decisions
- Who you communicated or collaborated with
- What specific steps you took
- How you adjusted as the situation evolved

Avoid general statements like “I worked with the team”. Instead, explain how and why.

### Example - Action:

I started by reviewing my priorities and identifying which tasks required immediate attention and which could be delayed. I communicated with my coworkers to understand where support was most needed and adjusted my schedule accordingly. I also checked in with my supervisor to flag capacity concerns early and suggest small workflow changes to help manage demand. Throughout the shift, I stayed flexible, reassessed priorities regularly, and supported team members whenever I could without compromising patient safety.

The word "ACTION" is spelled out using seven light-colored wooden blocks, each with a white letter on top. The blocks are arranged in a row on a light-colored surface, with a soft shadow cast beneath them. The background is a light blue gradient.

# Virtual Interview Tips

## Before the Interview

### Check your Tech

- Test your internet connection, camera, and microphone
- Make sure you know how to use the interview platform (MS Teams), including mute/unmute & camera controls
- Have a backup plan (phone number etc.)

### Set Up Your Space

- Choose a quiet, private space where you won't be interrupted
- Face a window or place a light in front of you (not behind you)
- Use a neutral background or a tidy space to avoid distractions
- Sit at a desk or table rather than on a couch or bed

### Be Camera-Ready

- Position your camera at eye level
- Frame yourself from the shoulders up
- Look at the camera (not the screen) when speaking - it simulates eye contact

### Use Notes

- You're welcome to use notes
- A brief list of key reminders, accomplishments, or examples can help keep you on track
- Use your notes as prompts rather than reading from them word-for-word,

A virtual interview is just a different format - not a different standard. With preparation, presence, and a bit of practice, you're well equipped to show who you are and what you bring to the role.



## Your Turn: Questions to Ask

At the end of your interview, you'll have the opportunity to ask a few questions of your own - don't skip this part! It's a great chance to show your curiosity, stand out from other candidates, and turn the interview into a genuine conversation.

Aim to come prepared with 2–3 thoughtful questions. It shows you're genuinely interested in understanding the role, the team, and the organization

### Examples:

- How would you describe the team culture?
- What makes you happy/proud to work here?
- How is career growth supported at Waypoint?
- What are the biggest priorities for the role right now?
- What are the next steps in the hiring process?



## Before you Go

Preparing for an interview can bring a mix of anticipation and nerves, and that's completely normal. You were invited because we see potential in your experience and want to learn more about you. Interviews are conversations, not tests. There's no expectation for perfect answers, we're most interested in understanding your experience, how you think, and how you approach your work.

### Your Experience Matters:

What matters most is hearing about your real experiences - from school, placements, volunteer work, or employment. We're interested in how you approached situations, what you learned, how you work with others, and how those experiences connect to the role you're applying for.

***Come prepared. Be yourself. Share your story. We're excited to meet you.***

### Trust the Preparation You've Done

Pausing to gather your thoughts, reflecting as you speak, and sharing lessons learned are all part of a strong interview. Take a breath, ground yourself, and trust the preparation you've put in. You know your experience better than anyone else, and that experience is what we're most interested in hearing about.

# GOOD LUCK

We appreciate the time, effort, and consideration you've invested in this process. Thank you for your interest in our work and for thoughtfully exploring what a potential future at Waypoint may hold.

**Can't Wait to Meet You!**

